C, L. "BUTCH" OTTER – Governor RICHARD M. ARMSTRONG – Director DEBRA RANSOM, R.N.,R.H.I.T., Chief BUREAU OF FACILITY STANDARDS 3232 Elder Street P.O. Box 83720 Boise, ID 83720-0036 PHONE 208-334-6626 FAX 208-364-1888

August 2, 2010

Louis Kraml Bingham Memorial Hospital P.O. Box 751 Blackfoot, ID 83221

Provider #131325

Dear Mr. Kraml:

On July 16, 2010, a complaint survey was conducted at Bingham Memorial Hospital. The complaint allegations, findings, and conclusions are as follows:

Complaint #ID00004683

Allegation #1: The hospital disclosed patient insurance information and billing information to an unauthorized individual. In addition, the hospital changed a billing address based on the direction of an unauthorized individual.

Findings #1: An unannounced visit was made to the hospital July 15, 2010, through July 16, 2010. During the complaint investigation, surveyors reviewed hospital policies and interviewed staff.

It was determined the hospital had procedures in place to minimize the risk of unauthorized use. A hospital policy, titled "Identity Verification," stated that if a patient or responsible party called the business office, the billing clerk would verify the identity of the patient with name and date of birth or name and social security number. The billing clerk contacted patients at their home using the phone number given upon admission to verify identity.

During an interview on July 15, the Patient Financial Services Director stated if a caller was not listed in the hospital's records as the patient, guarantor, or emergency contact, hospital staff did not release or update information, such as address, insurance, or billing-related information. She stated billing staff routinely ask callers

Louis Kraml August 2, 2010 Page 2 of 3

the relationship to the patient and verify the status in patient records. They accept insurance information from authorized individuals but they do not release insurance information.

The Patient Financial Services Director described an incident that occurred within the previous two weeks. She stated a female called identifying herself as a patient, asking for account balance information and wanting to make a payment on her account with a credit card that had a different name than the patient. The caller also requested the billing clerk re-bill an old bill to the insurance company. The billing clerk asked to call the patient back (to verify identity). She looked up the patient's phone number in the record and called her back. The person who answered the phone and identified herself as the patient stated she had not made the call. The Patient Financial Services Director reviewed the patient's record and saw documentation that the patient's ex-husband was responsible for the patient's bill (according to a divorce decree) prior to March of 2010. The name on the credit card presented by the original female caller was the name of the ex-husband listed in the patient's record. Authorization was obtained by the person whose name was on the credit card to make a payment on the bill.

One of the billing staff was interviewed and asked how she would handle the situation if someone other than the patient or responsible party called and requested billing or insurance information. She replied she would not give out the information. When asked how she would verify the identity of a caller who identified himself/herself as the patient or responsible party, she stated she would get the patient's name and social security number or date of birth. If she was suspicious as to the identity, she would call back the patient using the telephone number in the patient's record.

It could not be determined the hospital released patient insurance information, billing information, or changed billing addresses based on information provided by unauthorized individuals.

Conclusion: Unsubstantiated. Lack of sufficient evidence.

Louis Kraml August 2, 2010 Page 3 of 3

As none of the complaints were substantiated, no response is necessary. Thank you for the courtesies and assistance extended to us during our visit.

Sincerely,

TERESA HAMBLIN Health Facility Surveyor Non-Long Term Care

TH/srp

SYLVIA CRESWELL

Co-Supervisor

Non-Long Term Care